



Good Morning,

As the situation regarding COVID-19 in the United States continues to evolve, I want to share with you the steps Express Scripts has been taking over the past several weeks.

Our drug sourcing teams have a long-established risk monitoring tool that maps the origins of drug products around the globe. This tool allows us to monitor supplies and adjust our inventory procurement to mitigate shortages. We have been monitoring the situation globally, and have made adjustments to our procurement to ensure we have adequate inventories to meet demands.

At this time, we believe that present conditions currently do not call for us to implement refill overrides. We have seen the effect stockpiling has had on the availability of several common household items. Implementing refill overrides prematurely could lead to stockpiling, creating the very shortages we're trying to avoid.

Express Scripts' standard refill policies allow members to refill or renew a prescription medication when 25%-35% of their current prescription is remaining. These policies should help members stay on track with their medication during this time. In addition, as part of our normal business practice, pharmacists can allow early refills using their professional judgment. We have been in communication with retail pharmacists to ensure they are aware of the process to follow should a member request an early refill.

As always, Express Scripts promotes 90-day supplies of maintenance medications, available via home delivery through the Express Scripts Pharmacy.

Please be assured that we continue to monitor this situation very closely, and will provide updates as needed to ensure members have what they need to stay healthy.

If your members have questions, please share this link to our [COVID-19 Resource Center](#). You and your members may find [this blog](#) from Susan Peppers, vice president, Pharmacy Practice, helpful. You might also like to hear from our Chief Clinical Officer, Dr. Steve Miller, in [this video](#) as he addresses some of the most frequently asked questions we have received related to COVID-19.

As always, if you have any questions, please feel free to contact me.

Sincerely,

Lindsay Luelf
Express Scripts